

What to expect: Bathroom Replacement Programme



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Your bathroom is due to be surveyed for potential replacement. The survey will be carried out by Total Response Ltd, and Dawn Lewis, our Tenant Liaison Officer.

We plan to replace bathrooms that are more than 30 years old. If you already have a more recently fitted bathroom, the surveyor and Tenant Liaison Officer will record this and the existing bathrooms will not be replaced until it is due.

If your bathroom is old but you do not want any works carried out, just let the surveyor and the Tenant Liaison Officer know when they call and they will ask you to sign a Refusal of Works form for our records.

If your bathroom is to be replaced, you will be able to choose from a range of non-slip vinyl floor coverings and whether you would prefer standard or lever handle taps. We will fit white sanitary ware and white wall tiles with an over-bath shower and shower curtain in all properties on the programme.

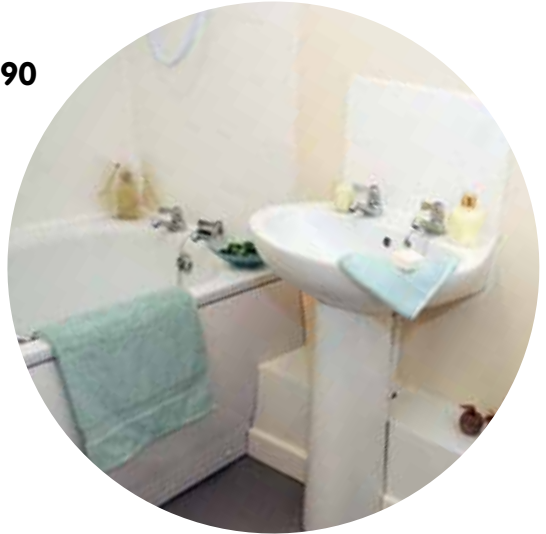


The installation will be carried out by Total Response Ltd., they will give you at least 10 working days written notice of works commencing. The enclosed leaflet 'Improvement Works: What to Expect' sets out the standard of services you should expect from Total Response Ltd., as well as detailing how you can help.

When your bathroom is surveyed, it will be measured, and the surveyor and Tenant Liaison Officer will discuss the layout, tap choice and floor colour with you. Please note that, in most cases, the layout will be dictated by the existing arrangement. You will be asked to sign for the agreed tap choice and floor covering.

If you have health or mobility problems that make using your existing bathroom difficult, please call us on 0300 303 1190 and ask to speak to Dawn Lewis, Tenant Liaison Officer (pictured). In most cases, we can carry out minor works such as fitting lever taps and grab rails above the bath during the work. If you are not able to use a bath, please let us know and we will help you to contact Shropshire Council's Occupational Therapist who will visit you in your home to assess your needs.

**If you have any queries,
please call us on 0300 303 1190
and ask to speak to
Robert Bamford,
Investment Delivery
Manager, for the Asset
Management Team.**



Dawn Lewis, Tenant Liaison Officer
Call: 0300 303 1190



Equal Opportunities statement

We recognise the damage that disadvantage and discrimination can cause. We are committed to equal opportunities and will take positive steps to ensure that you will not be treated less favourably than anyone else in your dealings with us because of race, religion, gender, marital status, sexual orientation, disability, class or age.

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перевод

Contact us:

South Shropshire Housing Association

The Gateway, The Auction Yard,
Craven Arms, Shropshire
SY7 9BW

Meres and Mosses Housing Association

Edinburgh House,
New Street, Wem
SY4 5DB

Tel: 0300 303 1190

Email: info@shropshirehousing.org.uk

Socail Media:

- /SouthShropHA
- /MeresMossesHA
- @SSMMhousing

www.shropshirehousing.org.uk



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